

AMENDMENTS TO THE SPECIFICATION:

Please replace paragraph [0009] with the following amended paragraph:

A [0009] Glass retailers (may or may not be the dealer in different instances) typically perform the actual replacing of the vehicle window. The glass retailer orders the replacement window from the vehicle manufacturer (step E in Fig. 1), and when in receipt of the same replaces the damaged window with the new window on the customer's vehicle (step F in Fig. 1). In instances where the retailer is not the dealer, the retailer bills the dealer for the replacement fee and is paid by the dealer accordingly (step F in Fig. 1). After being billed by the retailer, the dealer submits the warranty claim to the vehicle manufacturer (step G in Fig. 1, and the vehicle manufacturer pays the dealer accordingly. The vehicle with the replacement window therein is returned to the customer (step H in Fig. 1). Thus, ~~For purposes of example, in step C the dealer may order a new vehicle window.~~